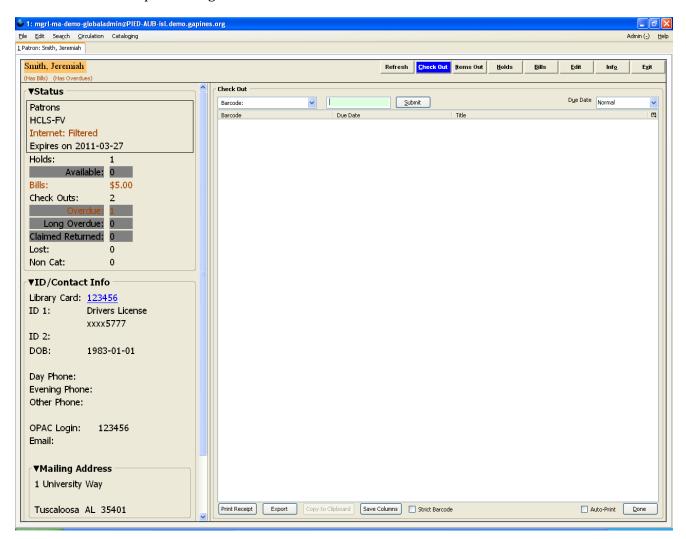


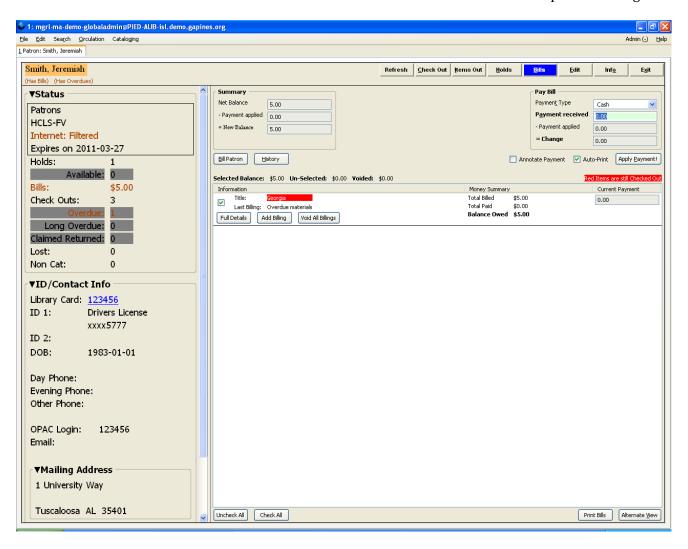
Chapter 5 - Billing

General Overview

1) If a patron wishes to pay a bill, first begin by retrieving the patron's record. See Item Checkout Steps 1 through 4 for more information.



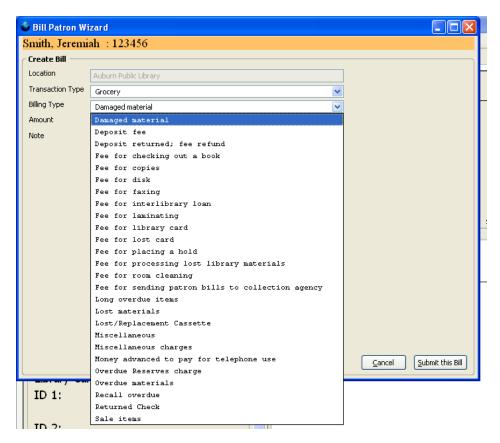
3) To begin paying bills start by clicking on the *Bills* button at the top right corner of the screen.



- 6) Circulating libraries may accept overdue payments. Owning libraries may accept lost and damaged payments. The library who has created the bill may accept miscellaneous payments. Staff will need to identify whether their library may accept payment from the patron.
- 7) In the light green *Payment Received* box enter the amount being paid, and select the payment type from above.
- 8) Apply the payment by clicking *Apply Payment!* and a receipt will automatically be printed.

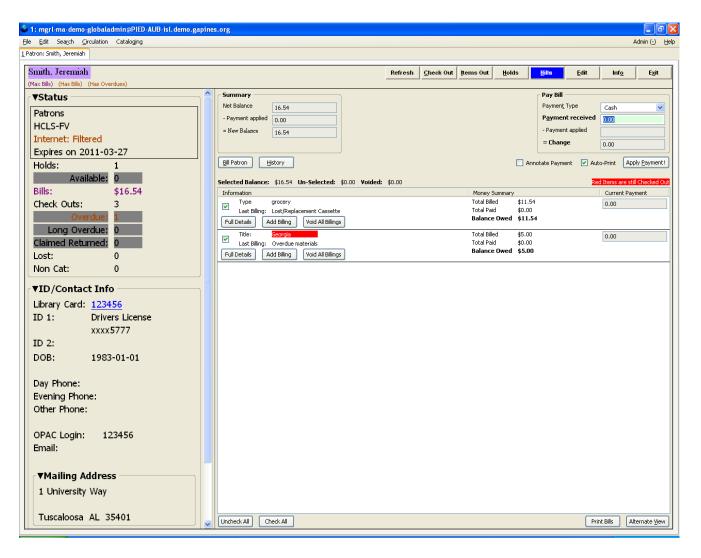
Billing Patrons

- 1) Staff can also manually bill patrons for items like copy machine use, printing, damaged materials, etc. from the *Bills* button.
- 2) Simply click the *Bill Patron* button in the left center portion of the Patron screen and the *Bill Wizard* will appear.



- 3) Staff can select the billing type, leave notes, and set the amount to bill from the *Bill Patron Wizard*.
- 4) Click Submit this Bill to apply it to the patrons account.

5) The new bill will be reflected in the Patron account as shown below



Lost and Damaged Billing

When an item is marked Lost or Damaged by a library staff member, a processing fee is automatically applied to the patron's account. The consortium-wide processing fee applied to Lost or Damaged items is \$10.00. This fee will display in the Patron Billing Screen with a Billing Type of Lost or Damaged.

In addition to the processing fee, marking an item Lost or Damaged will automatically apply the Item Price to the bill as well. The Item Price can be set in the Local Admin screen -> Library Settings Editor -> Default Item Price.

In addition to the processing fee and the Item Price applying to the patron's account when an item is marked as Lost or Damaged, many Evergreen Indiana libraries contract with Unique Management. Patrons with a bill of \$25 or more are collected by the company and sent to collections. The expense of this transaction is added to the patron's account and is an added \$10.

Lost bills are NOT voided by the system if a lost item is checked in. Staff must manually forgive the lost fees if the lost item is checked in.

Evergreen Indiana Payment Program

Goal: To allow all Evergreen Indiana libraries to accept patron fines and fees for each other.

This document will explain the cash and check payment program for Evergreen Indiana. All Evergreen Indiana libraries need to have their board sign a <u>resolution which allows other</u> Evergreen Indiana libraries to accept payment from patrons on their behalf.

Libraries should also <u>pass a board resolution to establish the Evergreen Indiana Fund</u> in order to participate. The Evergreen Indiana Fund is an Agency or Pass Through Fund which is used to account for assets held by a government agency in a purely custodial capacity. Money collected on behalf of other libraries will be receipted to the Evergreen Indiana Fund as recommended by the State Board of Accounts. Please email a copy of the passed resolution to <u>sborger@library.in.gov</u>.

The Evergreen Indiana fund is used to accept money on behalf of another Evergreen Library. The Operating Fund consists of appropriated money, where the source of the fund is tax payer money for the operation of the library. Evergreen money is solely earmarked for another Evergreen library and should never be receipted and debited from the Operating Fund.

Accepting cash and check

1. Library accepts payments from all patrons in the form of cash or check at the circulation desk.

- **2.** During bookkeeping, library staff should go to the following URL to get reports on what payments have been taken in on behalf of other libraries. XXXX is your library system abbreviation in the following URL: https://evergreen.lib.in.us/recon/XXXX/index.html
- **3.** Download all reports available for the day you are reconciling. If there is no report for a specific payment or transaction type, that means there were no transactions with those specific qualifications:
 - **a.** Staff must download these reports and save them on regular basis as they function like the overdue notices and will be deleted at the end of thirty days.
- **4.** Based on the results of the reports found at the URL above, the library records funds taken in on behalf of other libraries to the Evergreen Indiana Fund and then deposits in the library's bank account.
- **5.** At the end of a predetermined amount of time (ideally quarterly throughout the year but monthly for the purposes of this pilot), Indiana State Library runs reports to show the total amount each library has taken in for others and the total amount each library is owed including cash and check.
- **6.** Indiana State Library sends each library an invoice for the total amount they took in for the other libraries.
- **7.** Each library will draft warrants for checks and receive board approval of warrants for the checks.
- **8.** Each library will write a check to the Indiana State Library for the total amount of the invoice and then debit the ledger.
- **9.** Indiana State Library will write each library a check for the total amount they are owed.
- **10.** Library deposits check in their Fines and Fees Account in Operating Fund.